


# SERVICE DIRECTORY



 Washington State  
Department of Revenue

The Department of Revenue offers many services to make reporting your taxes as convenient as possible. We conduct workshops, provide personal and telephone assistance, and produce a wide range of publications to make working with us simpler. Please contact us if you need help.

## GENERAL SERVICES

**Tax Express:** You can get answers to the most common tax questions 24 hours a day, seven days a week by calling the Tax Express prerecorded information system. To access Tax Express, call 1-800-334-8969 from a touch-tone telephone. Then enter the three-digit code which corresponds to the topic that interests you. For a list of topics, dial code 500.

**Fast Fax:** The Department's Fast Fax allows you to select from +100 forms, publications, and administrative rules and have them transmitted directly to your fax machine. To use the system, dial 1-800-647-7706 or (360) 786-6116.



**Telephone and one-on-one assistance:** Get answers to your tax questions, and assistance in registering your business and completing tax returns by calling or visiting your local Revenue office.

**Toll-free telephone numbers:** If you have questions or need assistance completing tax returns you may call the Telephone Information Center at 1-800-647-7706. Teletype (TTY) users may call 1-800-451-7985.

**Internet web site:** Visit the Department's web site at <http://dor.wa.gov> and find publications, forms, the public records and unclaimed property databases, and much more.

**Copies of publications, laws and rules:** Please contact your local Revenue office or the Telephone Information Center, or visit our web site at <http://dor.wa.gov>.

**Research statistics:** For copies of research publications, data on tax collections, tax-related statistics on business activity by industry and geographical area, and other statistical information about the state's tax structure, contact the Research Division at (360) 570-6070.

**Business Information Workshops:** To get information about one-stop workshops on licensing and tax reporting in Washington, co-sponsored by the departments of Revenue, Licensing, Labor and Industries, and Employment Security, contact the Telephone Information Center.

**New Business Outreach (NBO) Workshops:** To sign up for Revenue's workshops covering business registration, reporting, tax laws and rules, and recordkeeping requirements, contact your local Revenue office.

**Voluntary first-year audits:** If you have been in business for at least six months and would like to arrange for a first-year audit to ensure correct reporting and avoid costly mistakes, contact your local Revenue office.

**Speaker Bureau:** To arrange for a Revenue presenter on topics of interest to your organization, contact the Speakers Bureau Coordinator at (360) 753-7799.

**Taxpayer Advocate:** For assistance in understanding and accessing your rights in working with the Department of Revenue, call the Taxpayer Advocate at (360) 753-5516.

**Media queries:** Newspaper, radio and television reporters with questions on Department of Revenue issues, please call the media specialist at (360) 753-7624.

## SPECIFIC TAXES AND PROGRAMS

Following is a list of specific taxes and programs for your reference.

**Brokered natural gas tax:** Taxpayer Account Administration Division, (360) 902-7063.

**Business and occupation tax:** Contact your local Revenue office or the Telephone Information Center, 1-800-647-7706.

**Business and occupation tax credit for new employees:** Taxpayer Account Administration Division, (360) 902-7175.

**Cigarette tax:** Special Programs Division, Miscellaneous Tax Section, (360) 753-5564.

**Commercial fishing tax:** Local Revenue office or the Telephone Information Center, 1-800-647-7706.

**Corporate withdrawals or dissolutions:** Audit Division, (360) 570-5963.

**Electronic Filing (ELF):** Taxpayer Account Administration Division, 1-877-FILE-ELF (1-877-345-3353).

**Electronic Funds Transfer program:** Taxpayer Account Administration Division, (360) 902-7170.

**Enhanced food/fish tax:** Taxpayer Account Administration Division, (360) 902-7121.

**Escheats:** For information and assistance in administering estates with no heirs, contact the Special Programs Division, Miscellaneous Tax Section, (360) 753-5547.

**Estate tax:** Special Programs Division, Miscellaneous Tax Section, (360) 753-5547.

**Excise tax refunds:** Taxpayer Account Administration Division, (360) 902-7151.

**Excise tax status letters:** Taxpayer Account Administration Division, (360) 902-7145.

**Forest excise tax:** Special Programs Division, Forest Tax Section, 1-800-548-8829.

**Hotel/motel special excise tax:** Taxpayer Account Administration Division, (360) 902-7170.

**Leasehold excise tax:** Special Programs Division, Miscellaneous Tax Section, (360) 586-5190.

**Oil spill response and administration tax:** Taxpayer Account Administration Division, (360) 902-7063.

**Property tax education and advisory services:**

- ◆ Seminars and training for county personnel, (360) 570-5866.
- ◆ County Board of Equalization information and levy calculations, (360) 570-5864.
- ◆ County revaluation, (360) 570-5862.
- ◆ Taxing districts and code area boundaries and maps, (360) 570-5893.

**Property tax exemptions:**

- ◆ Nonprofit organizations, (360) 570-5871.
- ◆ Senior citizens/disabled homeowners exemption and deferral, (360) 570-5867.
- ◆ Current use assessment for classified and designated forest land, (360) 570-5865.

**Property tax general information:** To request copies of property tax publications or for other general information, call (360) 570-5900. For information regarding a specific property tax assessment, please contact your local county assessor.

**Property tax vessel valuation:** For information on watercraft valuation and boat personal property tax and valuation, call (360) 753-1520.

**Public utility tax credit for contributions to an electric utility rural economic development revolving fund:** Taxpayer Account Administration Division, (360) 902-7175.

**Real estate excise tax refunds:** For information on refunds of the real estate excise tax, contact the



Special Programs Division's Miscellaneous Tax Section at (360) 664-2201. For information on the real estate excise tax, please contact the county treasurer's office where the property is located.

**Retainage fees:** For release of retainage fees on completed public construction projects, call the Audit Division at (360) 570-5979.

**Rule hearings:** For information on proposed rule changes and Excise Tax Advisories, contact the Legislation and Policy Division at (360) 570-6119.

**Sales tax deferrals:** Taxpayer Account Administration Division, (360) 664-2016.

**State and local retail sales tax:** Local Revenue office or the Telephone Information Center.

**Tax appeal questions:** Appeals Division, (360) 570-6140.

**Unclaimed property:** For information on abandoned wages, stock dividends and deposits, please contact the Special Programs Division's Miscellaneous Tax Section at 1-800-435-2429.

**Use tax:** Call your local Revenue office or the Telephone Information Center, 1-800-647-7706.

**WASHINGTON STATE  
DEPARTMENT OF REVENUE**

**Taxpayer Assistance Locations:**

**Aberdeen** 110 West Market Street  
Post Office Box 1018  
Aberdeen 98520-0209  
(360) 533-9312

**Bellingham** 1904 Humboldt Street  
Suite A  
Post Office Box 1176  
Bellingham 98227-1176  
(360) 676-2114

**Bremerton** 4841 Auto Center Way  
Suite 201  
Bremerton 98312-4394  
(360) 478-4961

**Everett** 11627 Airport Road  
Suite B  
Everett 98204-8714  
(425) 356-2911

**Kennewick** 22 West Kennewick Avenue  
Post Office Box 7207  
Kennewick 99336-0616  
(509) 585-1501

**Olympia** Target Place Complex  
2735 Harrison Avenue NW  
Suite 440  
Post Office Box 12900  
Olympia 98508-2900  
(360) 753-3181

**Port Angeles** 734 East First Street  
Suite B  
Post Office Box 400  
Port Angeles 98362-0064  
(360) 457-2564

**Renton** 919 SW Grady Way  
Suite 150  
Post Office Box 877  
Renton 98057-0877  
(425) 277-7300

**Seattle** 2101 4th Avenue  
Suite 1400  
Seattle 98121-2300  
(206) 956-3000

**Spokane** 4407 N Division  
Suite 300  
Post Office Box 7248  
Spokane 99207-1685  
(509) 482-3800

**Tacoma** 3315 South 23rd Street  
Suite 300  
Post Office Box 111180  
Tacoma 98405-1605  
(253) 593-2722

**Vancouver** 8008 NE 4th Plain Boulevard  
Suite 320  
Post Office Box 1648  
Vancouver 98668-1648  
(360) 260-6176

**Wenatchee** 630 N Chelan Avenue  
Suite B3  
Post Office Box 220  
Wenatchee 98807-0220  
(509) 663-9714

**Yakima** 1714 S 16th Avenue  
Yakima 98902-5713  
(509) 575-2783

To inquire about the availability of this document in an alternate format for the visually impaired, please call 360/753-3217. Teletype (TTY) users may call 800/451-7985.